
Just Because It's Called Access Services Doesn't Mean They Can Access It!

What Usability Testing of Library Systems
Reveals About Access Services Websites

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Olin, Uris and Kroch Libraries
Cornell University

Why Usability and Access Services?



QuestionPoint Chat Service

10:35:01 2012/08/17 (GMT -0400)	Patron: Chat Transcript: I need to renew a book that I thought was due today but was actually due yesterday. An error occurs when I try to renew from my account. Help!
10:35:01 2012/08/17 (GMT -0400)	Librarian 1: Note: Patron's screen name: Anna
10:35:17 2012/08/17 (GMT -0400)	Librarian 1: Librarian 'Cornell Librarian 1' has joined the session.
10:35:42 2012/08/17 (GMT -0400)	Librarian 1: Hi! I'll check on this for you. Back in a moment....
10:36:41 2012/08/17 (GMT -0400)	Librarian 1: The best thing would be for you to contact directly the Library Public Services office. I will send you the contact info.
10:37:06 2012/08/17 (GMT -0400)	Librarian 1: phone: 255-5069
10:37:28 2012/08/17 (GMT -0400)	Librarian 1: email: libpublicservices@cornell.edu
10:37:40 2012/08/17 (GMT -0400)	Librarian 1: Am sorry I can't fix it for you directly!
10:41:30 2012/08/17 (GMT -0400)	Patron: Okay thanks, can I have a phone number?
10:42:14 2012/08/17 (GMT -0400)	Librarian 1: 255-5069
10:42:30 2012/08/17 (GMT -0400)	Librarian 1: I also just sent you an email because it looks as though we lost our connection.
10:43:06 2012/08/17 (GMT -0400)	Librarian 1: Thanks for using our chatr service. Hope our connection works better next time!
10:43:16 2012/08/17 (GMT -0400)	Librarian 1: 'chat' service
10:43:17 2012/08/17 (GMT -0400)	Librarian 1: Librarian ended chat session.
10:43:20 2012/08/17 (GMT -0400)	Librarian 1: Note: Set Resolution: Answered
10:43:31 2012/08/17 (GMT -0400)	Librarian 1: Note: Set Description: Reference
12:29:42 2012/09/05 (GMT -0400)	Librarian 1: Closed by Librarian # 128985.

What Kind of Questions are Patrons Asking on QuestionPoint??

"Can you check out laptops from Olin up until 10 pm today?"

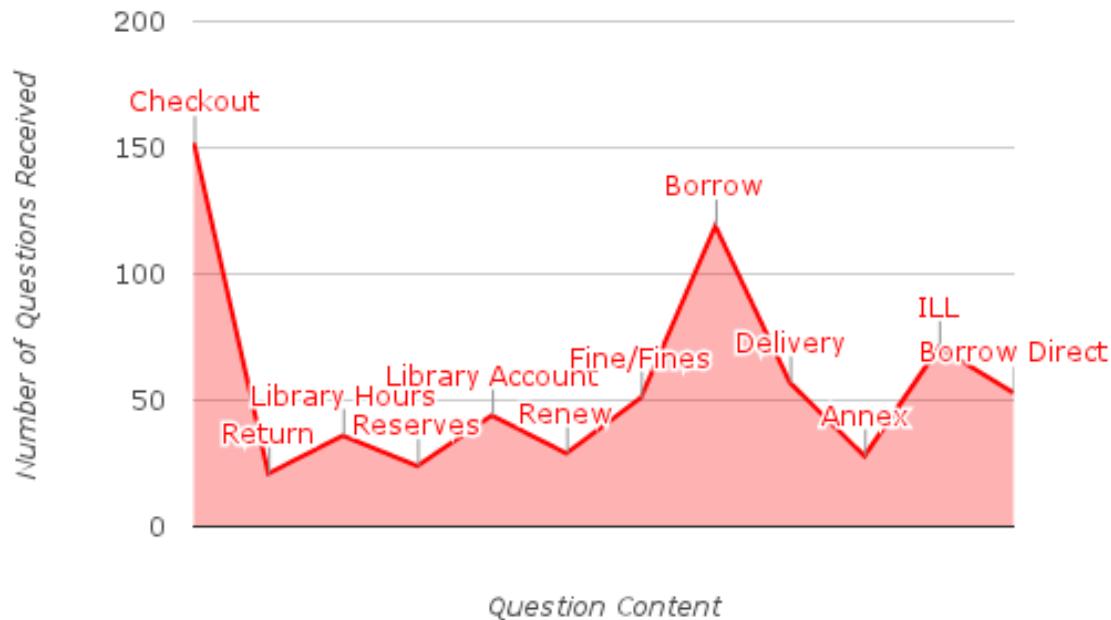
"I was interested in checking out RC78.7.N83 M756 2003. Is there any way to request it at the Mann circulation desk or do I need to find it myself on the shelves?"

"If a book is "temporarily shelved at Uris Library Reserve", is there any way I can still get that book?"

"I had a book recalled but I am not going to be back in town for at least a month. How do I return the book?"

"Please tell me when I originally check out the following book: Magical Thinking: True Stories by Augusten Burroughs."

AS Questions via QuestionPoint August to October 2012



During a three month period, CUL Librarians responded to 1057 questions via QuestionPoint Chat Reference service; 685 questions related to Access Services issues.

Usability Testing is....

"Watching people try to use what you're creating/designing/building, with the intention of (a) making it easier for people to use or (b) proving that it is easy to use."

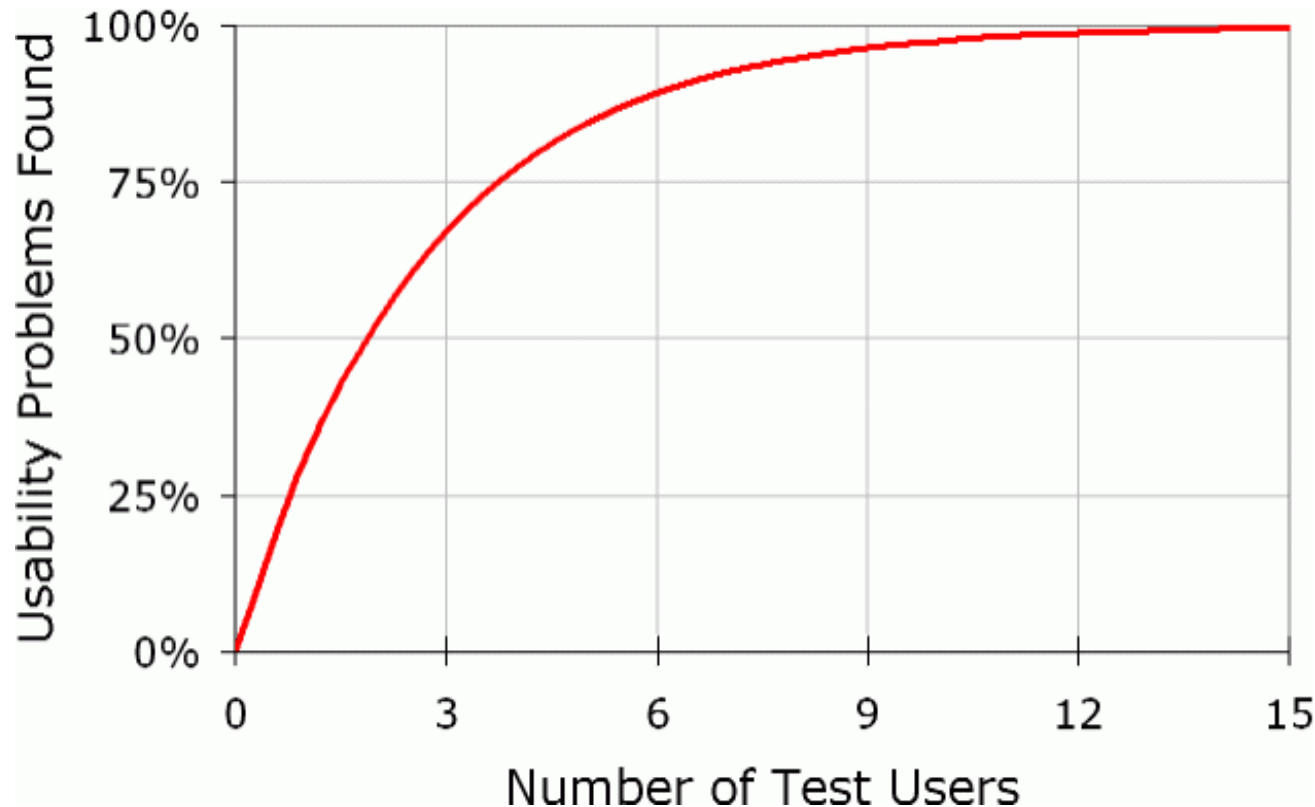
Steven Krug **Rocket Surgery Made Easy**: The Do-It-Yourself
Guide to Finding and Fixing Usability Problems

Usability Testing at CUL

The User Assessment and Usability Group is comprised of IT staff, web designers, and public service staff. The group facilitates usability testing for library-related clients.

The group relies on a number of methods for gathering user feedback. The most common methods utilized are Paper Prototyping, Raw Usability Testing, and a Cognitive Walkthrough.

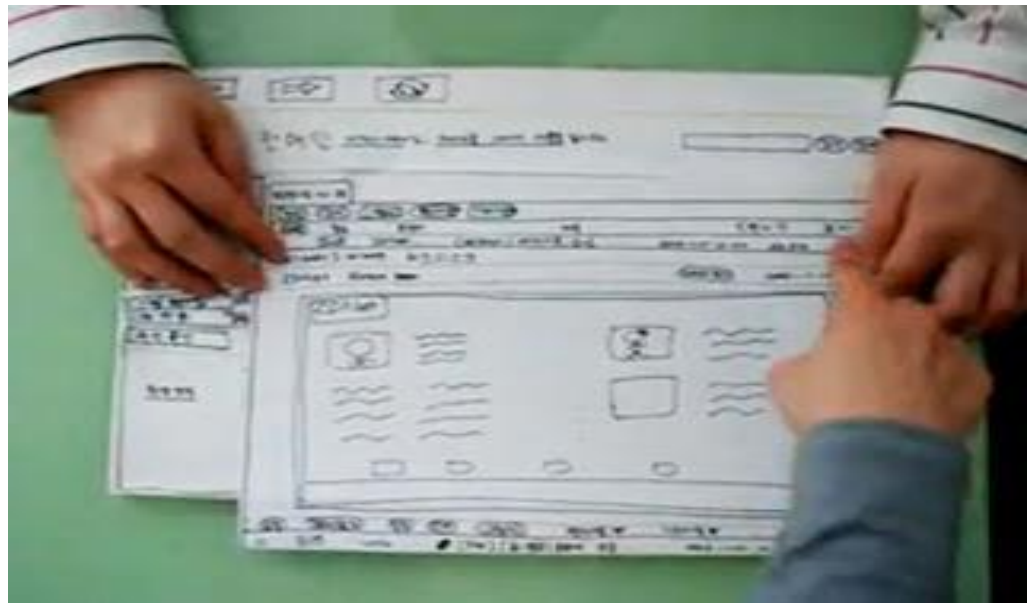
Usability Testing with Five Users



Jakob Nielsen's Alertbox, March 19, 2000
"Why You Only Need to Test with 5
Users" <http://www.useit.com/alertbox/20000319.html>

Paper Prototyping

A website prototype is constructed from paper and tested in the same manner as a "formal" usability test, except that a person acts as the "computer" to make the prototype functional for the test subjects.



Raw Usability Testing

Stakeholders are brought in to watch as the users work through the usability test in real-time. Observers take notes then discuss user responses together over lunch.



Developer watching videotape of usability test.

Cognitive Walkthrough

Usability team members review a website and work through a list of tasks, user actions and system displays. The team then compiles feedback for the client. Faster and cheaper than testing with users and often provides valuable feedback. Often used as test prior to bringing in real users.



Most Usability Testing is Sponsored by Unit Libraries for their websites

Olin & Uris Libraries

Cornell University
Library

Clark Physical Sciences Library

John Henrik
Clarke

Africana Library

Sidney Cox Library of Music and Dance

Engineering Library



JOHNSON
Cornell University
Management Library


FINE ARTS LIBRARY

AS Content on the Main CUL Website



Home About Us Libraries Hours and Maps Help My Account Ask a Librarian

Search:

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Database Names

E-journal Titles

Images

Experts

for

Search for books, journals, and more at Cornell and libraries worldwide **GO**

Advanced Search

Search Tips

Classic Catalog

One of millions of images from our collections. [Click for details.](#)

Course Help

Research Help

Library Services

Requests

Borrowing and Delivery

Computing and Equipment

Cool Tools

Digitization, Publishing, and Copyright

Disability Services

For Alumni

For Faculty and Instructors


For Graduate Students

For Visitors

Library Spaces

Research Data Management Services Group

Workshops and Instruction


News 


More digital dollars

The Chronicle of Higher Education reports that research libraries' spending on digital materials is on the rise, and Anne... [more](#)

LibeScope

Interlibrary Loan staff

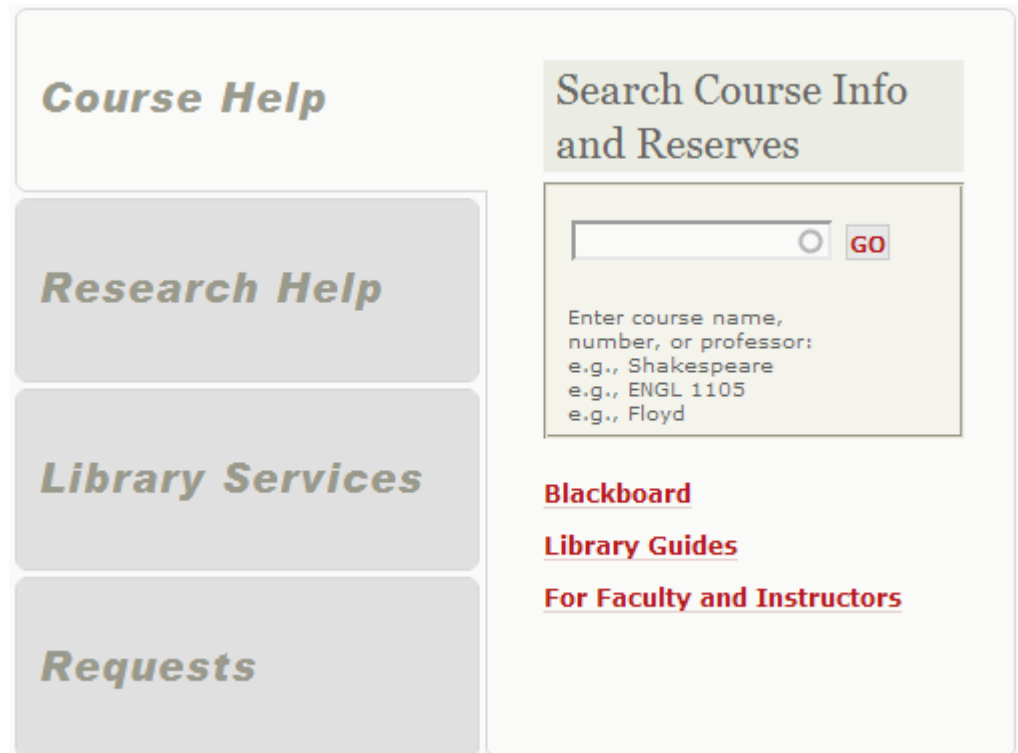
 "The smart and efficient Interlibrary Loan people. They are always helping one do the thinking!" - Kora Bättig von... [more](#)

Events 

Manifold GIS

This workshop will cover the basic concepts of GIS mapping and analysis using Manifold, a modern, low-cost, high-performance GIS... [more](#)

*Testing completed
September 2009;
website image from
October 2012.
Course reserves still
accessed via
Course Help tab.*



*"My Account" in
October 2012;
still labeled "My
Account"
despite user
feedback..*

ENGL 1105: FWS: Writing and Sexual Politics

Overall course guide: [ENGL 1105: Sluts, Spinsters, and Drag Queens: Sexual Norms and Deviations \(Fall 2012\)](#)

Seminar 101

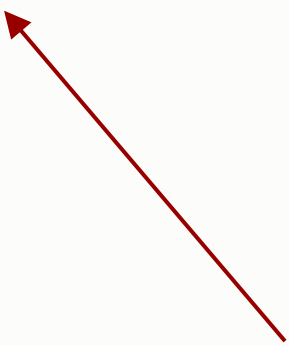
Term: Fall 2012

Instructor: [Roth, N \(ntr9\)](#)

Meeting Time: 02:55PM - 04:10PM

Reserve Items (9): [5](#)

- [2001 a space odyssey](#)
Call #: Videodisc 4849
Status: Available, Uris Library Reserve
- [Barry Lyndon](#)
Call #: Video 920
Status: Available, Uris Library Reserve
- [Clockwork orange](#)
Call #: Videodisc 4860
Multiple copies
- [Dr. Strangelove, or, How I learned to stop worrying and love the bomb](#)
Call #: videodisc 1013
Status: Available, Uris Library Reserve
- [Eyes Wide Shut](#)
Call #: Videodisc 4882
Status: Available, Uris Library Reserve



We are willing to confuse users trying to access course reserves in order to no mislabel the course guides that are also accessible via the course reserve page.

Information on renewing items, fines, and library accounts are found according to patron status; 3 clicks into the website!

Borrowing

- [Alumni](#)
- [Columbia Library borrowing privileges \(2CUL\)](#)
- [Cornell Faculty and Staff](#)
- [Cornell Graduate students \(registered\)](#)
- [Cornell Graduate students \(undergoing a change in status\)](#)
- [Cornell Undergraduate students](#)
- [Library Card holders \(guest borrowers\)](#)
- [Proxy Borrowers](#)
- [Visitors](#)
- [Weill Cornell Medical College visitors](#)
- [Renewing books](#)
- [Returning books](#)

Delivery

Requesting Cornell-owned materials:

- [Recall/Hold](#) - request items that are checked out (see also [Borrow Direct](#) as an option)
- [Library-to-Library book delivery](#) - request items in other Cornell libraries
- [Faculty Office Delivery](#) - request book delivery to faculty department offices
- [Library Annex](#) - request Library Annex book delivery to other campus libraries or faculty offices
- [Articles from Cornell libraries](#) ([Document Delivery](#) - fee may apply)
- [Articles from the Library Annex](#) ([Document Delivery](#) - no fee)

Requesting items from other institutions:

- [Borrow Direct](#)
For Cornell students, faculty and staff. Borrow books that are currently unavailable at Cornell (not owned, checked out, missing, etc.).
- [Interlibrary Loan](#)
For Cornell students, faculty and staff. Request books, videos, articles and other materials that Cornell University Library does not own.
- [Columbia University Library borrowing \(2CUL\)](#)
Cornell University Library and Columbia University Libraries (2CUL) have partnered in a reciprocal borrowing program for current students, faculty and staff of each institution.
- [Interlibrary Lending for businesses and other institutions](#), as well as non-Cornell individuals, to request items from Cornell collections (restrictions apply).

How do our users understand the difference between all the delivery options?

Reserves are NOT mentioned as a borrowing or delivery option; located under course help!

FINE ARTS LIBRARY

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The Fine Arts Library, located on the third floor of Rand Hall, houses research material for architecture, art, and city and regional planning. We also provide equipment for the College of Architecture, Art, and Planning (AAP) and research assistance to the wider Cornell community. Please stop by to browse our collection, find a quiet place to study, or access our services for your research or production needs.

Are you interested in taking pictures of the Fine Arts Library? We would love to have more images

Today's Hours

8:00 AM to 11:00 PM

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Catalog Search

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Course Reserves

Key Databases

[Art Full Text](#)
[Avery Index to Architecture Periodicals](#)
[Urban Studies Abstracts](#)
[More Databases >>](#)

New Books

[Archizines](#)
[Art of pochoir](#)
[Industrial designer](#)
[More New Books >>](#)

Fines

Notices

Courtesy notices are sent four days before a book is due, and on the second day and the fourteenth day after a book is due. **Availability notices** are sent when a requested book is received at the designated pick-up library. **Recall notices** are sent the day after a book is recalled by another user. **Fine/fee notices** are sent the day after the fine is incurred.

Library notices are sent by email to the borrower's NetID address (NetID@cornell.edu). If you prefer another type of email address, such as you@department.cornell.edu, please configure your mail preferences so that NetID mail is routed to the preferred address. Please go to <http://www.whoiam.cornell.edu> and follow the instructions for routing mail. Note that failure to receive a courtesy or overdue notice does not relieve the borrower of responsibility to return or renew borrowed materials by the due date.

Overdue Fines

Loan Type	Fine Rates
Regular	\$.75/day*
Hourly	\$.04/minute or \$2.40/hour
Short-term	\$2.00/day
Recalls	\$3.00/day

Undergraduate Policies

Loan Periods

- The regular loan period for books is 42 days. Most items are renewable.
- Special materials such as journals, DVDs, laptops or reserve items may be loaned for shorter periods such as hours and days. Check with individual libraries for specific loan periods.

Overdue Fines



Loan Type	Fine Rates
Regular	\$.75/day*
Hourly	\$.04/minute or \$2.40/hour
Short-term	\$2.00/day
Recalls	\$3.00/day

Faculty and Staff Policies

Loan Periods

- **Books:** The regular loan period for **faculty and staff** is one year, and may be renewed as often as desired. All borrowed materials are subject to recall by other users and must be returned by the new due date (usually 9 - 14 days from the date of recall). All borrowed materials must be returned, regardless of due date, if the borrower leaves the university.

Overdue Fines



Loan Type	Fine Rates
Regular	No charge*
Hourly	\$.04/minute or \$2.40/hour
Short-term	\$2.00/day
Recalls	\$3.00/day

Home	Equipment	Collections	Borrowing	Research
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Equipm

[Policies](#)
[Inventory](#)
[Laptops](#)

Cage equipment is available for College of Architecture, Art, and Planning (AAP) students, students enrolled in AAP courses, and AAP staff and faculty.

For your multimedia production and presentation needs, the Fine Arts Library loans cameras, camcorders, tripods, light kits, black and white backdrops, data projectors, laptops, digital audio recorders, speakers, microphones, and more. See the [Inventory](#) for complete list ([Laptops](#) are available to all library card holders).

Please note: We no longer offer SD memory cards in camera and camcorder equipment kits. See [Recommended Memory Card Specifications and Purchase Outlets](#).

AAP students can use their Cornell ID card to borrow equipment for up to 24 hours. Loans longer than 24 hours require supervisory approval and a completed [Reservation Request Form](#) submitted at least 24 hours in advance (see [Policies](#) for details).

The equipment cage is open during all regular library hours.

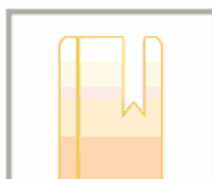
[Policies](#)
[Inventory](#)

Clark Physical Sciences Library

Library Tools for Physical Sciences



Specialized
Databases 1.0



eBook
Collections 1.0



eJournal Finder
1.0

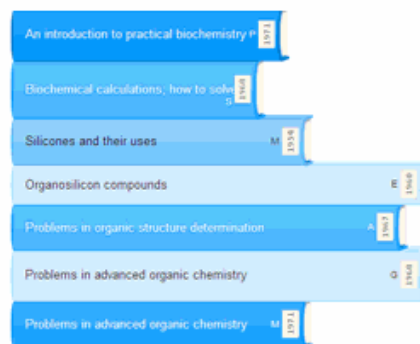


Use our feedback forum to discuss these tools
and others you'd like to see.

In Development

Coming soon: Textbook Finder, Chemical & Physical Properties Finder

Check out the [Virtual Shelf Browser](#) being developed at Harvard. The image to the right shows what our books might look like in their system.



problemsolved

arXiv app for iPad, iPhone

October 29, 2012

Frequent arXiv users will love the [arXiv app](#) available for apple products. Browse e-prints, view in PDF and search for...

Contact Us

[Dianne Dietrich](#)

(Physics & Astronomy Librarian)

[Leah Solla](#)

(Chemistry Librarian)

The Essentials



Off-
campus
Access



Annex
Request



Classic
Catalog



Chemical
Abstracts



Beilstein &
Gmelin



Scientific
Abstracts



Biomedical
Abstracts



Physics
Preprints



Astrophysics
Data
System

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Olin & Uris Libraries

[Ask A Librarian](#)[6 Olin Laptops](#) [19 Uris Laptops](#)

Today's Building Hours

Olin
Uris

8:00 am - 2:00 am

OPEN 24 HOURS

[more info>>](#)

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Classic Catalog

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Cambridge Histories Online

New spring 2013 research
course

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Funding Beyond Cornell

Book Reading: Song of the
Vikings

Book Talk: Social
Zooarchaeology: Humans
and Animals in Prehistory

Zotero & Mendeley

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perspectives on communities



cash prizes for the best
creative scholarship on
the communities of Europe

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\(JAbbr\)](#)

Top Databases

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Discipline](#)[Databases A to Z](#)

About the Library

- Introduction to this site
- Coming Soon
- Engineering Library Transitions to Virtual Library (University Librarian, July 5, 2011)

Blog: problemsolved

- arXiv app for iPad, iPhone
- Fall Workshops for Stampede Supercomputer Launch
- Learning opportunities at the CTE

Quick Tips

- Course Reserve books are now located in Uris Library.
- ACCEL is now managed by CIT.
- Passkey - access resources when off campus.

Featured Databases

- MADCAD.com
- Geological Society of America publications
- ACM portal
- Alloy Phase Diagrams Center

Themes Revealed from Usability Testing on AS Content...

Lending policies and fines need to be both findable and understandable.
Students need to know HOW to use the library before they will feel comfortable using the library!

Hours, equipment & laptop availability need to be immediately located

Accessing course reserves is a problem on the main CUL page and Unit Library websites.

Students do not understand how to USE their account online to place requests, renew, check fines, and more.

Fix the misunderstandings between the language we use and the language patrons understand. Read "Library Terms that Users Understand by John Kupersmith, 2012.

What Can You Do??

TEST your site!!!

Consider the terminology on library websites and in library policies.

Find out what feedback your library has already gathered on library websites and access services.

Offer access services staff to help staff chat reference.

Get involved in the design of your library's website.

Check unit library pages for access services content; suggest linking to main AS content maintained by AS staff.
